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June 23, 2017

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VIA ELECTRONIC FILING SYSTEM (ECFS)

Marlene H. Dortch, Esq., Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

RE: CG Docket No. 03-123, DA 17-565
HAMILTON RELAY, INC.
Annual Consumer Complaint Log Summaries (June 1, 2016 - May 31, 2017)

Dear Ms. Dortch:

Hamilton Relay, Inc. ("Hamilton"), by its counsel and pursuant to Section 64.604(c)(1)(ii) of the Commission's rules, hereby respectfully submits its annual summary of consumer complaints for the period June 1, 2016 – May 31, 2017. The enclosed complaint logs cover Hamilton's provision of interstate traditional telecommunications relay service ("TRS"), including Speech-to-Speech, and Internet Protocol Captioned Telephone service ("IP CTS"). Hamilton is located at 1006 12th Street, Aurora, NE 68818.

Hamilton tracks all complaints and all other customer service activity. For interstate traditional TRS, Hamilton's complaint summary includes the following database categories:

Traditional and Speech to Speech Interstate TRS Database Categories

- External Complaints – Miscellaneous
- Service Complaints – CA Gave Wrong Information
- Service Complaints – CA Hung Up on Caller
- Service Complaints – Didn't Follow Instructions
- Service Complaints – Miscellaneous
- Service Complaints – Suspicious/Harassment Call
- Technical Complaints – Garbling
- Technical Complaints – Long Hold Time/Disconnect
- Technical Complaints - Miscellaneous

For IP CTS, Hamilton's complaint summary includes the following database categories:

- Internet Caption Phone – Accuracy of Captions
- Internet Caption Phone -- Captions - No Captions
- Internet Caption Phone -- Captions - Slow or Delayed
- Internet Caption Phone -- Captions – Stop during call
- Internet Caption Phone – External Complaint – Miscellaneous
- Internet Caption Phone – General Service
- Internet Caption Phone -- Tech – General
- Internet Caption Phone -- Tech – Unable to Call
- Mobile CapTel – Captions – Stop during call
- Mobile CapTel – Complaints
- Mobile CapTel – Connection Issues
- Mobile CapTel – Service – General
- Mobile CapTel – System/Browser Issues
- Mobile CapTel – Tech – General
- Mobile CapTel – Tech – Unable to call
- Mobile CapTel – External – Miscellaneous
- Web CapTel – Captions stop during call
- Web CapTel – Complaints
- Web CapTel – Connection Issues
- Web CapTel – External Miscellaneous
- Web CapTel – Tech – General
- Web CapTel – Tech – Unable to Call
- Web CapTel – Tech – Unable to Print/Save

Hamilton processes any complaint which originates via e-mail, fax, telephone, regular mail, outreach events or at the workstation. Hamilton's policy is to provide a resolution to all complaints within 72 hours of receipt.

Finally, Hamilton is separately filing, on a confidential basis, a summary including the total number of interstate calls by type of TRS.

Should you have any questions concerning this filing, please contact the undersigned.

Respectfully submitted,

WILKINSON BARKER KNAUER, LLP

/s/ David A. O'Connor

David A. O'Connor

Counsel for Hamilton Relay, Inc.

Enclosure

Hamilton Relay TRS FCC Complaint Report June 2016 - May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160601-000102	06/01/2016 07:49 PM		Jenn	Jenn	Customer's long distance provider charged them for a call to directory assistance and customer stated they are exempt from these charges.	06/01/2016 07:49 PM	Customer Care referred the customer to their phone service provider for further assistance with their bill. Customer understood.	External Complaints	Miscellaneous
160602-000100	06/02/2016 08:26 PM		Erica	Erica	Customer stated they were receiving a lot of garble during the call.	06/02/2016 08:26 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
160621-000091	06/21/2016 08:07 PM		Janelle	Janelle	Customer stated they have been receiving suspicious telephone calls not through Relay.	06/21/2016 08:07 PM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	External Complaints	Miscellaneous
160622-000037	06/22/2016 12:55 PM		Janelle	Janelle	Customer stated they were receiving a lot of garble during the call.	06/22/2016 12:55 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
160627-000125	06/27/2016 05:33 PM		Jenn	Jenn	Customer stated they did not like how a CA processed their call.	06/27/2016 05:33 PM	Customer Care apologized and attempted to gather information. Customer disconnected before any information could be provided.	Service Complaints	Miscellaneous
160714-000117	07/14/2016 11:03 PM		Erica	Erica	Customer stated while dialing Sprint Relay Customer Service number, the line is busy.	07/14/2016 11:03 PM	Customer Care referred the customer to their telephone provider for assistance. Customer understood.	External Complaints	Miscellaneous
160724-000016	07/24/2016 05:45 PM		Brandon	Brandon	Customer stating they are not being connected to any specific State Relay Service and are unable to place outbound calls.	07/29/2016 07:46 PM	Customer Care made multiple attempts to contact the customer to obtain more information but was unsuccessful. There has been no further contact from this customer.	External Complaints	Miscellaneous
160725-000070	07/25/2016 02:28 PM		Tyna	Tyna	Customer stated they were receiving garble during the call.	07/25/2016 02:28 PM	Customer Care provided several troubleshooting tips for clearing garble during a call. Customer stated they would call back if garble continued. Customer was satisfied.	Technical Complaints	Garbling
160815-000105	08/15/2016 08:38 PM	9178M	Dan	Dan	Customer stated the CA hung up on them.	08/17/2016 11:01 AM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the CA had processed the call. Information was forwarded to management and CA received refresher training in regards to this issue. Customer was satisfied.	Service Complaints	CA Hung Up on Caller
160830-000103	08/30/2016 08:33 PM		Dan	Dan	Customer stated they were receiving a lot of garble during the call.	08/30/2016 08:39 PM	Customer Care provided several tips for clearing garble during a call. Customer understood.	Technical Complaints	Garbling
160902-000015	09/02/2016 11:07 AM		Tyna	Tyna	Customer stated they have been receiving suspicious telephone calls not through the Relay.	09/02/2016 11:07 AM	Customer Care suggested that the customer contact their local telephone company or report the incident to law enforcement. Customer understood.	Service Complaints	Suspicious/Harassment Call
160913-000061	09/13/2016 05:39 PM		Erica	Erica	Customer stated when they call a family member, they receive a recording from the telephone company stating the call could not be completed.	09/13/2016 05:39 PM	Customer Care referred the customer to their telephone provider for further assistance. Customer was satisfied.	External Complaints	Miscellaneous
160916-000043	09/16/2016 01:43 PM		Dan	Dan	Customer stated they were receiving a lot of garble during the call with Customer Care.	09/16/2016 01:46 PM	Customer Care was unable to provide tips for clearing garble before the customer disconnected.	Technical Complaints	Garbling
161018-000095	10/18/2016 04:16 PM		Tyna	Tyna	Prison inmate stated unable to reach Relay by calling 7-1-1 and when dialing the toll-free access number reached a recording.	10/18/2016 04:16 PM	Customer Care apologized and referred the customer to their telephone service administrator for further assistance on their facilities calling preferences. Customer was satisfied.	External Complaints	Miscellaneous
161201-000024	12/01/2016 12:14 PM		Tyna	Tyna	Customer stated they are unable reach their husband.	12/01/2016 12:14 PM	Customer Care attempted to obtain call detail information but was unsuccessful. Customer disconnected before any further information could be obtained.	Technical Complaints	Miscellaneous

Hamilton Relay TRS FCC Complaint Report June 2016 - May 2017

Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161214-000108	12/14/2016 08:01 PM		Dan	Dan	(AL) Customer stated they are having an issue placing a TTY to TTY call to their daughter.	12/14/2016 08:02 PM	Customer Care provided troubleshooting suggestions and also referred the customer to the Alabama Telecommunications Access Program. Customer stated they would call back if there were any further issues and was satisfied.	External Complaints	Miscellaneous
161231-000017	12/31/2016 01:40 PM		Tyna	Tyna	Customer stated they have experienced a long hold time/delay when connecting to the Relay.	12/31/2016 01:40 PM	Customer Care apologized to the customer and stated information would be forwarded to management. Customer was satisfied. The Relay answered 95.2% within 10 seconds for the day.	Technical Complaints	Long Hold Time/Disconnect
161231-000028	12/31/2016 06:06 PM		Tyna	Tyna	Caller stated unable to reach a called party that uses the Relay and that the lines are dead.	12/31/2016 06:06 PM	Customer Care apologized, advised the caller to contact their telephone service provider and offered the state equipment program regarding the device. Caller stated they did not know if both TTY and phone lines but not able to reach anyone and disconnected.	External Complaints	Miscellaneous
170128-000010	01/28/2017 01:26 PM		Tyna	Tyna	An inmate inquired why they are being asked how to bill a call when using Relay.	01/28/2017 01:34 PM	Customer Care explained how to make a Relay call and referred the customer to their correctional facility telephone administrator for calling preferences. Customer was satisfied.	External Complaints	Miscellaneous
170309-000041	03/09/2017 01:49 PM		Mary	Mary	(SC) Customer stated the CA provided the incorrect information.	03/09/2017 01:49 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Service Complaints	CA Gave Wrong Information
170409-000006	04/09/2017 11:26 AM		Tyna	Tyna	Caller stated when attempting an outgoing call from their home phone they are routing to the Relay service.	04/09/2017 11:26 AM	Customer Care apologized and referred the caller to their telephone service provider for assistance with call routing. Caller was satisfied.	External Complaints	Miscellaneous
170416-000041	04/16/2017 06:21 PM		Jenn	Jenn	Customer stated they were having issues retrieving their voicemail.	04/16/2017 06:22 PM	Customer Care provided basic troubleshooting. Customer stated they would call back if they needed further assistance and was satisfied. There has been no further contact from the customer.	External Complaints	Miscellaneous
170503-000080	05/03/2017 07:27 PM		Dan	Dan	(CO) A Denver 911 dispatcher stated a call was received and was listed as being connected with Hamilton Relay.	05/03/2017 07:28 PM	Customer Care apologized and advised with the information provided the number was not connected to Hamilton Relay. Caller understood.	External Complaints	Miscellaneous

Hamilton Web CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/ Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
160602-000038	06/02/2016 12:50 PM		Janelle	Janelle	Customer stated they are being logged out of their Hamilton CapTel account during a call.	12/04/2016 06:02 PM	Customer Care apologized and attempted to acquire information on the issue the customer was experiencing. Customer stated they would call back and disconnected. There has been no further contact from the customer.	Web CapTel	Tech - General
160604-000031	06/04/2016 06:51 PM		Tyna	Tyna	Customer stated they are unable to connect to Hamilton CapTel.	06/10/2016 03:35 PM	Customer Care obtained additional information and provided basic troubleshooting tips to resolve the issue. There has been no further contact from the customer.	Web CapTel	Connection Issues
160616-000012	06/16/2016 11:01 AM		Jenn	Jenn	Customer stated several connection issues during the call.	06/16/2016 11:01 AM	Customer Care provided troubleshooting tips and referred customer to their internet/wireless provider for further assistance regarding their internet service. Customer was satisfied	Web CapTel	External - Miscellaneous
160620-000070	06/20/2016 01:49 PM		Jenn	Jenn	Customer stated they were experiencing some issues with Hamilton CapTel on their computer.	06/20/2016 01:49 PM	Customer Care requested additional information to provide assistance. Customer stated they would email Customer Care with the information at a later time. There has been no further contact from customer.	Web CapTel	Tech - General
160623-000109	06/23/2016 05:58 PM		Jenn	Jenn	Customer inquired why they are not receiving captions on their P/C.	07/01/2016 11:03 AM	Customer Care provided information and troubleshooting tips; which determined there is an issue with the customer's Smartphone. Customer Care advised customer to contact their provider and stated to try placing the call using their landline phone. Customer was satisfied	Web CapTel	External - Miscellaneous
160713-000097	07/13/2016 05:21 PM		Janelle	Janelle	Customer stated captions stop in the middle of their call.	10/06/2016 05:22 PM	Customer Care apologized and explained why the captions may stop during a call. Customer Care provided several troubleshooting tips; which did not resolve the issue. Customer Care requested call details, but there has been no further contact from the customer.	Web CapTel	Captions - Stop During Call
160725-000084	07/25/2016 03:30 PM		Tyna	Tyna	Customer stated noises on their telephone line.	07/25/2016 03:30 PM	Customer Care referred the customer to their telephone service provider and provided the toll-free access number for CapTel if issues with a CapTel phone. Customer was satisfied.	Web CapTel	External - Miscellaneous
160804-000020	08/04/2016 11:38 AM		Janelle	Janelle	Customer stated they are unable to place a captioned call.		Customer Care provided troubleshooting but was unable to resolve the issue. Customer is using a work computer with a PBX line. Customer was able to successfully use the Hamilton CapTel App on their Smartphone and will contact their IT department for further assistance. Customer was satisfied.	Web CapTel	Tech - Unable to Call

Hamilton Web CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/ Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
160809-000070	08/09/2016 05:15 PM		Janelle	Janelle	Customer stated several connection issues during the call.	09/19/2016 01:03 PM	Customer Care provided troubleshooting steps, which were not successful. Information was forwarded to technical department; which did not discover an account issue. There has been no further contact from the customer in regards to this issue, but the customer has made successful calls since contacting Customer Care.	Web CapTel	Connection Issues
160902-000002	09/02/2016 09:03 AM		Tyna	Tyna	Customer stated is receiving "connection has been interrupted" message.	09/02/2016 09:03 AM	Customer Care explained message would be in regards to their internet connection and referred the customer to their internet service provide if the problem persists. Customer was satisfied.	Web CapTel	External - Miscellaneous
160906-000076	09/06/2016 04:23 PM		Janelle	Janelle	Customer stated they received an error message when placing a call.	09/06/2016 04:23 PM	Customer Care provided basic troubleshooting tips to help resolve the issue. Customer was satisfied.	Web CapTel	Connection Issues
160916-000021	09/16/2016 12:04 PM		Janelle	Janelle	Customer stated several connection issues during the call.	10/13/2016 03:35 PM	Customer Care provided basic troubleshooting steps. There was no further contact from customer. Customer made a successful call since contacting Customer Care.	Web CapTel	Connection Issues
161021-000102	10/21/2016 04:33 PM		Carey	Carey	Customer stated several connection issues during the call.	10/21/2016 04:41 PM	Customer Care attempted to provide troubleshooting tips to help resolve the issues. However, customer disconnected.	Web CapTel	Connection Issues
161024-000116	10/24/2016 02:23 PM		Carey	Carey	Customer stated several connection issues during the call.	10/24/2016 02:25 PM	Customer Care provided troubleshooting tips to help resolve the issue. Customer stated would check their router and internet connection. Customer was satisfied.	Web CapTel	Connection Issues
161025-000101	10/25/2016 03:48 PM		Carey	Carey	Customer stated captions stop in the middle of their call.		Customer Care provided several troubleshooting tips; which appears that the connection is being lost due to a weak cell phone connection. Customer understood.	Web CapTel	External - Miscellaneous
161026-000136	10/26/2016 04:18 PM		Carey	Carey	Customer stated several connection issues during the call.	11/07/2016 02:01 PM	Customer Care followed up with the customer to explain why connection issues may occur and provided basic trouble shooting steps. Customer stated they would no longer be using the service. There has been no further contact from the customer.	Web CapTel	Connection Issues
161129-000083	11/28/2016 07:25 PM		Erica	Erica	Customer stated their calls are dropping completely.	12/01/2016 12:00 AM	Customer Care apologized and forwarded call details to the technical department; which discovered a technical issue and was resolved. Customer understood.	Web CapTel	Connection Issues
161129-000026	11/29/2016 11:32 AM		Janelle	Janelle	Customer stated calls keep getting disconnected.	12/08/2016 05:17 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; whom was able to resolve the issue. Customer was satisfied.	Web CapTel	Connection Issues

Hamilton Web CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/ Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
161129-000055	11/29/2016 02:37 PM		Janelle	Janelle	Customer stated several connection issues during the call.	12/09/2016 05:12 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; whom was able to resolve the issue. Customer was satisfied.	Web CapTel	Connection Issues
161129-000081	11/29/2016 04:19 PM		Janelle	Janelle	Customer stated calls kept getting disconnected.	12/09/2016 05:15 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; whom was able to resolve the issue. Customer was satisfied.	Web CapTel	Connection Issues
161130-000001	11/30/2016 12:42 AM		Erica	Erica	Customer stated several connection issues during the call.	11/30/2016 11:58 PM	Customer Care apologized and forwarded call details to the technical department; which discovered a technical issue and was resolved. Customer was satisfied.	Web CapTel	Connection Issues
161130-000083	11/30/2016 04:17 PM		Dan	Dan	Customer stated several connection issues during the call.	12/01/2016 08:00 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; whom was able to resolve the issue. Customer was satisfied.	Web CapTel	Connection Issues
161201-000000	12/01/2016 12:23 AM		Erica	Erica	Customer stated they are receiving an error message on Hamilton CapTel for Pc/Mac.	12/07/2016 12:45 AM	Customer Care requested additional information to provide troubleshooting tips. There had been no further contact from the customer.	Web CapTel	Connection Issues
161213-000007	12/13/2016 03:57 AM		Carey	Carey	Customer stated that their Call Me# isn't working properly.	12/18/2016 12:31 PM	Customer Care provided troubleshooting tips; and discovered that the customer has the Call Me# entered as the last call back number. Customer Care placed a follow up call to the customer; however, there was no answer. Customer Care left a voicemail and is awaiting follow up from the customer. There has been no further contact from the customer.	Web CapTel	Tech - General
161216-000065	12/16/2016 09:55 PM		Erica	Erica	Customer stated they are receiving an error message that they are logged in from a different location.	12/27/2016 09:56 PM	Customer Care requested additional information to assist the customer. There has been no further contact from the customer.	Web CapTel	Tech - General
170109-000064	01/09/2017 02:42 PM		Jenn	Jenn	Customer stated several connection issues during the call.	01/17/2017 12:33 PM	Customer Care requested further information from customer. There has been no further contact from this customer.	Web CapTel	Connection Issues
170210-000012	02/10/2017 10:43 AM		Jenn	Jenn	Customer stated they are receiving an error that says "invalid session".	02/27/2017 05:19 PM	Customer Care provided basic troubleshooting and requested more information from the customer. There has been no further contact from this customer.	Web CapTel	Tech - General
170223-000009	02/23/2017 10:02 AM		Kacie	Kacie	Customer stated several connection issues during the call.	02/23/2017 01:12 PM	Customer Care explained why the issue may occur. Customer understood. There has been no further contact from the customer, but the customer has made successful calls since contacting Customer Care.	Web CapTel	Connection Issues

Hamilton Web CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/ Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub- Category
170327-000047	03/27/2017 02:31 PM		Jenn	Jenn	Customer is experiencing connection issues.	03/27/2017 02:32 PM	Customer Care provided basic troubleshooting to help resolve the issue. There has been no further contact from the customer.	Web CapTel	Connection Issues
170410-000019	04/10/2017 11:42 AM		Jenn	Jenn	Customer stated several connection issues during the call.	04/16/2017 02:24 PM	Customer Care attempted to gather information from customer. There has been no further contact from this customer.	Web CapTel	Connection Issues
170505-000022	05/05/2017 02:37 PM		Jenn	Jenn	Customer stated several connection issues during the call.	06/20/2017 10:38 AM	Customer Care attempted to provide troubleshooting tips; customer declined. Customer requested to have someone come to their home to assist them. Outreach Coordinator meant with the customer and discovered an Internet issue within the home. Customer was directed to their internet service provider for further assistance. Customer understood.	Web CapTel	External - Miscellaneous
170508-000031	05/08/2017 01:12 PM		Dan	Dan	Customer stated they have been experiencing connection issues when attempting to place calls.	05/08/2017 01:13 PM	Customer Care provided troubleshooting tips. Customer stated they would call back if any further issues and was satisfied.	Web CapTel	Connection Issues
170510-000027	05/10/2017 11:47 AM		Mary	Mary	Customer stated they have been experiencing connection issues when using Hamilton CapTel for PC/Mac.	05/19/2017 10:21 AM	Customer Care apologized and provided troubleshooting tips. There has been no further contact from the customer.	Web CapTel	Tech - General
170511-000024	05/11/2017 01:35 PM		Kacie	Kacie	Customer stated Hamilton CapTel App does not work at all.	05/16/2017 11:22 AM	Customer Care apologized and stated information would be forwarded to technical. Information was forwarded to the technical department; but without call details no information could be located in regard to the call the customer was referring to. Customer Care has attempted to contact the customer, but there has been no further reply from the customer.	Web CapTel	Complaints

Hamilton Mobile CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160606-000008	06/05/2016 07:37 AM		Jennifer	Carey	Customer stated several connection issues during the call.	06/13/2016 01:58 PM	Customer Care was unable to acquire information from the customer and stated the Hamilton CapTel user would contact Customer Care at a later time. There has been no further contact from the customer.	Mobile CapTel	Connection Issues
160606-000080	06/06/2016 02:30 PM		Carey	Carey	Customer stated several connection issues during the call when using an iPhone through the Verizon network and the issue did not occur when using AT&T for their wireless network provider.	06/06/2016 02:34 PM	Customer Care explained that a Wi-Fi connection is required when using an iPhone through the Verizon network. Customer Care also directed the customer to the Smartphone Selector on Hamilton CapTel website for further information. Customer stated they would call their wireless network provider as they were not satisfied with their service. Customer disconnected.	Mobile CapTel	External - Miscellaneous
160618-000016	06/18/2016 03:30 PM		Erica	Erica	Customer stated several connection issues during the call.	06/18/2016 06:00 PM	Customer Care requested more information from the customer regarding the issues they were experiencing. As of 06/30/2016 there had been no response from the customer.	Mobile CapTel	Connection Issues
160620-000125	06/20/2016 06:56 PM		Dan	Dan	Customer stated they are trying to assist a CapTel customer that cannot get the Hamilton CapTel Smartphone App to work. Customer stated they were communicating with the CapTel user via text message.	06/20/2016 06:57 PM	Customer Care attempted to assist the customer, but was unable to do so as the caller was not with the party having the issue. Customer Care suggested the caller have someone who is present with the customer call back for further assistance. Customer was satisfied.	Mobile CapTel	Complaints
160622-000006	06/22/2016 09:00 AM		Carey	Carey	Customer reported inaccurate captions during the call when using Hamilton CapTel for Android Smartphones. Captions would stop periodically and then a word or two would be captioned.	06/23/2016 01:16 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department; which verified the user's call but did not show any loss of captions. Customer has placed several successful calls since contacting Relay. Customer was satisfied.	Mobile CapTel	Service -- General
160628-000040	06/28/2016 01:13 PM		Carey	Carey	Customer stated they are unable to place a captioned call. Customer is not receiving the incoming call from CapTel and is getting an error message stating that, "the person you are trying to call is experiencing issue 1."	06/29/2016 02:54 PM	Customer Care forwarded the information to the technical department for further investigation. Technical department was able to reset the customer's account; which resolved the issue. Customer was able to place/receive calls and was satisfied.	Mobile CapTel	Tech - Unable to Call
160629-000099	06/29/2016 05:59 PM		Jenn	Jenn	Customer stated several connection issues during the call.	06/29/2016 05:59 PM	Customer Care attempted to provide troubleshooting; however the customer realized they had a very weak signal to their mobile device and stated they would reach out to their wireless provider for further assistance. Customer was satisfied.	Mobile CapTel	Connection Issues
160701-000044	06/30/2016 09:32 PM		Annie	Annie	Customer stated unable to see the captions while on their call when using the Hamilton CapTel App for Smartphone.	07/01/2016 03:57 PM	Customer Care attempted to reach the customer and left a voicemail providing the toll-free number for Customer Care. There has been no further contact from the customer.	Mobile CapTel	Tech - General
160702-000013	07/02/2016 01:07 PM		Carey	Carey	Customer stated that the captions are cutting off and inquired if there is a way for more of the captions to appear on the screen.	07/02/2016 01:07 PM	Customer Care explained that the font size can be adjusted for the captions to display more clearly on the screen. Customer was satisfied.	Mobile CapTel	Complaints

Hamilton Mobile CapTel FCC Complaint Report June 2016 to May 2017

Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160707-000109	07/07/2016 10:54 PM		Erica	Erica	Customer stated they are unable to place a captioned call.	07/07/2016 10:54 PM	Customer Care apologized and provided troubleshooting tips; which did not resolve the issue. Customer Care discovered a connection issue and escalated the issue to management and technical. Technical identified an issue that was promptly resolved and allowed the user to log in and place a call. Customer was satisfied.	Mobile CapTel	Tech - Unable to Call
160707-000110	07/07/2016 10:58 PM		Erica	Erica	Customer stated they are unable to place a captioned call.	07/07/2016 11:52 PM	Customer Care requested additional information to provide troubleshooting tips. There has been no further contact from this customer.	Mobile CapTel	Tech - Unable to Call
160715-000094	07/14/2016 04:17 PM		Dan	Dan	Customer stated neither party was able to hear the other during the call, but they were receiving captions.	08/01/2016 12:45 PM	Customer Care requested additional information from the customer. There has been no further contact from this customer.	Mobile CapTel	Complaints
160721-000122	07/21/2016 11:39 PM		Erica	Erica	Customer stated several connection issues during the call.	07/21/2016 11:39 PM	Customer Care provided basic troubleshooting tips, but customer was unable to log into their account. Customer stated they would call back the next day. There has been no further contact from the customer in regards to this issue.	Mobile CapTel	Connection Issues
160726-000120	07/26/2016 10:09 PM		Erica	Erica	Customer stated several connection issues during the call.	07/29/2016 03:01 PM	Customer Care discovered the customer was not in a good service area. Customer Care explained to the customer in order to get captions of the call they must be in the correct network coverage with their mobile service or connected to Wi-Fi. Customer Care also referred the customer to their mobile service provider for 4G coverage areas. Customer was satisfied.	Mobile CapTel	Connection Issues
160731-000023	07/31/2016 05:50 PM		Erica	Erica	Customer stated several connection issues during the call.	07/31/2016 05:50 PM	Customer Care provided troubleshooting tips but customer's connection was bad and call disconnected.	Mobile CapTel	Connection Issues
160731-000024	07/31/2016 06:03 PM		Erica	Erica	Customer stated several connection issues during the call.	07/31/2016 06:03 PM	Customer Care provided troubleshooting tips; however the customer did not have their username and password at the time of the call. Customer stated would call back when they have that information and was satisfied.	Mobile CapTel	Connection Issues
160805-000007	08/05/2016 10:11 AM		Tyna	Tyna	Customer stated the captions did not indicate a busy signal when dialing a specific number.	08/05/2016 10:14 AM	Customer Care apologized and explained they may have obtained connection with the CA after the busy signal. Customer was understood.	Mobile CapTel	Service -- General
160817-000004	08/17/2016 09:22 AM		Tyna	Tyna	Customer stated experiencing issues logging into the Hamilton CapTel App for Smartphone on their Android device.	11/11/2016 01:55 PM	Customer Care provided assistance and troubleshooting tips for logging into the Hamilton CapTel App on Android; which were unsuccessful. Customer stated made a recent OS update and is unable to log in but able to log in to their account via website. Customer Care advised would send information to technical to check their account. Information was forwarded to technical which confirmed customer was successfully logged into their account but not through the Hamilton CapTel App. There has been no response from customer. Testing ensured customers could log into Android Application and process a call.	Mobile CapTel	Complaints

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160831-000098	08/31/2016 07:26 PM		Dan	Dan	Customer stated they are losing connection to the captioning service during their calls.	08/31/2016 07:32 PM	Customer Care explained why this could happen and to check their connection to their mobile data network. Customer Care was attempting to provide other troubleshooting tips and the caller disconnected. There has been no further contact from the customer.	Mobile CapTel	External - Miscellaneous
160902-000017	09/02/2016 11:52 AM		Janelle	Janelle	Customer stated they were receiving a busy signal when placing a call to their Call Me Number.	10/17/2016 04:33 PM	Customer Care attempted to provide basic troubleshooting. Customer stated they would call back. There was no further contact from customer.	Mobile CapTel	Complaints
160916-000073	09/16/2016 07:20 PM		Dan	Dan	Customer stated they were having an issue with the Hamilton CapTel Smartphone App.	09/16/2016 07:22 PM	Customer Care attempted to provide assistance but the customer stated they were unable to hear. Customer stated they would call back and disconnected the call.	Mobile CapTel	Complaints
160920-000090	09/20/2016 02:52 PM		Tyna	Tyna	Customer stated they are experiencing issues with calls using Hamilton CapTel.	10/06/2016 02:42 PM	Customer Care requested additional information to further assist the customer. There has been no further contact from the customer.	Mobile CapTel	Complaints
160921-000072	09/21/2016 07:26 PM		Erica	Erica	Customer stated several connection issues during the call.	11/16/2016 04:41 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department; which discovered the customer had Wi-Fi issues. Customer was notified.	Mobile CapTel	Connection Issues
160923-000091	09/23/2016 05:04 PM		Janelle	Janelle	Customer stated calls were not going through.	10/13/2016 03:28 PM	Customer Care attempted to obtain more information to further assist the customer. There was no further contact from customer.	Mobile CapTel	Complaints
161003-000047	10/03/2016 03:01 PM		Dan	Dan	Customer stated they are receiving the message "Waiting for CapTel Operator".	10/03/2016 03:01 PM	Customer Care provided troubleshooting tips to resolve the issue. Customer stated would call back if the issue persists. There has been no further contact from the customer.	Mobile CapTel	Service -- General
161007-000012	10/07/2016 10:59 AM		Jenn	Jenn	Customer stated they are experiencing connection issues and inquiring what could be causing the issue.	10/19/2016 11:07 AM	Customer Care provided troubleshooting tips to resolve the issue. There has been no further contact from the customer.	Mobile CapTel	Connection Issues
161010-000029	10/10/2016 12:26 PM		Tyna	Tyna	Customer stated experiencing difficulties using the Hamilton CapTel for Smartphone App.	10/17/2016 11:24 AM	Customer Care requested additional information to further assist customer. There has been no further contact from the customer.	Mobile CapTel	Complaints
161021-000008	10/21/2016 09:47 AM		Carey	Carey	Customer stated they are not satisfied with the way the captions appear when using Hamilton CapTel on their Android Smartphone. Customer stated that the captions fall behind the "End Call" button and they are not able to read more than one sentence of the conversation. Customer would like to speak to a member of management or product development directly regarding this issue, as they stated they reported this several months ago and no progress has been made.	10/21/2016 09:47 AM	Customer Care did explain that the font size can be set to a smaller font in the options to allow more conversation to display on the screen, customer appreciated that information; however, stated that they need the larger font. Customer Care forwarded the customer's contact information to management to have someone follow up with the customer. Management confirmed that technical is aware of this issue and the update to the Hamilton CapTel application on 11/7/2016 resolved this issue. Customer was notified.	Mobile CapTel	Complaints
161025-000002	10/25/2016 12:46 AM		Erica	Erica	Customer stated several connection issues during the call.	10/25/2016 12:46 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their wireless provider for assistance. Customer understood.	Mobile CapTel	Connection Issues

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161026-000165	10/26/2016 09:45 PM		Erica	Erica	Customer stated several connection issues during the call.	10/28/2016 12:22 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Information was forwarded to the technical department who reset the customer's account; which resolved the issue. Customer was satisfied.	Mobile CapTel	Connection Issues
161013-000134	11/02/2016 06:04 PM		Jenn	Jenn	Customer stated several connection issues during the call.	11/09/2016 01:24 PM	Customer Care provided troubleshooting tips to the customer. There has been no further contact from this customer.	Mobile CapTel	Connection Issues
161110-000048	11/10/2016 12:02 PM		Janelle	Janelle	Customer stated that with new update they were no longer able to copy text from saved conversations.	11/17/2016 10:24 AM	Customer Care apologized and forwarded complaint to technical department; which confirmed they were aware this is no longer working but the customer is able to save conversations within the application. Customer disconnected.	Mobile CapTel	Complaints
161114-000048	11/14/2016 12:16 PM		Janelle	Janelle	Customer stated that with new update they were no longer able to copy text from saved conversations.	11/17/2016 05:12 PM	Customer Care apologized and forwarded complaint to technical department; which confirmed they were aware this is no longer working but the customer is able to save conversations within the application. Customer was satisfied.	Mobile CapTel	Complaints
161116-000046	11/16/2016 12:16 PM		Janelle	Janelle	Customer stated calls dropped in the middle of a call.	12/08/2016 04:21 PM	Customer Care apologized and acquired call detail information. Information was forwarded to the technical department and issue was resolved. Customer was satisfied.	Mobile CapTel	Connection Issues
161116-000078	11/16/2016 03:26 PM		Jenn	Jenn	Customer stated their calls are dropping after a few minutes when using Hamilton CapTel for Smartphone.	11/25/2016 01:51 PM	Customer Care requested additional information from the customer to further assist them. There has been no further contact from this customer.	Mobile CapTel	Service -- General
161117-000114	11/17/2016 04:10 PM		Dan	Dan	Customer with a Verizon Representative inquired why their phone was "shut off".	11/17/2016 04:13 PM	Customer Care explained to the representative the customer may have mistakenly disabled or logged out of the Hamilton CapTel App, but that we do not "shut off" their service. Representative thanked Customer Care and disconnected.	Mobile CapTel	External - Miscellaneous
161118-000085	11/18/2016 05:09 PM		Dan	Dan	Customer stated they are experiencing an issue, but did not provide details about what is occurring.	11/29/2016 03:44 PM	Customer Care requested additional information from the customer. There has been no further contact from this customer.	Mobile CapTel	Complaints
161121-000040	11/21/2016 11:34 AM		Carey	Carey	Customer stated several connection issues when attempting to sign into Hamilton CapTel App on their iPhone.	11/21/2016 11:35 AM	Customer Care provided basic troubleshooting steps and suggested that the customer be sure they are using the most recent version of the Hamilton CapTel application. Customer stated they are taking their phone to an AT&T store for assistance with updating the device and will call back into Customer Care if they require further assistance. Customer was satisfied. There has been no further contact from the customer.	Mobile CapTel	Connection Issues
161121-000077	11/21/2016 01:40 PM		Carey	Carey	Customer demanded to speak with management or technical regarding the Hamilton CapTel App for Smartphone captions appearing below the end call button.	11/21/2016 01:41 PM	Customer Care apologized to the customer and advised the technical department is aware and working on the issue. Customer Care further advised manager was not available at this time. Customer demanded a call back since this has been an ongoing issue. Customer Care obtained the customer's information and forwarded to management and the technical department. Customer was satisfied.	Mobile CapTel	Tech - General
161121-000100	11/21/2016 03:16 PM		Janelle	Janelle	Customer stated several connection issues during the call.	11/21/2016 03:21 PM	Customer Care determined that customer's internet connection was not functioning and referred customer to their wireless provider. Customer was satisfied.	Mobile CapTel	Connection Issues

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161122-000080	11/22/2016 04:36 PM		Erica	Erica	Customer reported technical issues with the iPhone 7 Plus not pulling in contact information into the Hamilton CapTel App for Smartphone.	11/22/2016 04:38 PM	Customer Care apologized and acquired customer's information. Information was forwarded to the technical department; which is aware of this issue and stated it will be resolved with the next update to the Hamilton CapTel application. Customer was satisfied.	Mobile CapTel	System/Browser Issues
161123-000072	11/23/2016 04:10 PM		Janelle	Janelle	Customer stated they were not receiving captions.	12/13/2016 04:19 PM	Customer Care requested more information. There was no further contact from customer.	Mobile CapTel	Tech - General
161129-000059	11/28/2016 02:45 PM		Dan	Dan	Customer stated several connection issues during the call.	12/01/2016 07:51 PM	Customer Care gathered the customer's information and forwarded it to the technical department; which identified and promptly corrected the issue. Customer was notified.	Mobile CapTel	Connection Issues
161129-000114	11/29/2016 10:39 PM		Erica	Erica	Customer stated several connection issues during the call.	12/10/2016 06:58 PM	Customer Care apologized and forwarded call details to the technical department; which discovered a technical issue which was resolved. Customer understood.	Mobile CapTel	Connection Issues
161130-000000	11/30/2016 12:23 AM		Erica	Erica	Customer stated several connection issues during the call.	11/30/2016 11:59 PM	Customer Care apologized and forwarded call details to the technical department; which discovered a technical issue which was resolved. Customer understood.	Mobile CapTel	Connection Issues
161130-000064	11/30/2016 03:10 PM		Dan	Dan	Customer stated their call disconnected while they were on hold for 7 minutes and wanted to know why CapTel has a time limit on calls.	11/30/2016 03:11 PM	Customer Care explained that there is no time limit on CapTel calls and suggested the customer try the call again. Customer stated they would call back if the problem persisted and was satisfied. There has been no further contact from the customer in regards to this issue.	Mobile CapTel	Complaints
161202-000067	12/02/2016 03:30 PM		Janelle	Janelle	Customer stated that when they dial a specific number from their mobile CapTel account, the captions appear, but the called party hears goodbye then the call gets disconnected.		Customer Care apologized and requested additional information. There has been no further contact from the customer in regards to this issue.	Mobile CapTel	Connection Issues
161215-000090	12/15/2016 11:49 PM		Dan	Dan	Customer stated they are not receiving captions in Spanish when they have Spanish selected in the Hamilton CapTel Smartphone App.	12/15/2016 11:51 PM	Customer Care gathered the customer's information and forwarded it to the technical department. The technical department promptly identified and corrected the issue. Customer was notified and satisfied.	Mobile CapTel	Service -- General
161218-000013	12/17/2016 08:51 PM		Jennifer	Carey	Customer called on behalf of their husband and stated captions stop during their call and the captions will appear once they have hung up.	12/19/2016 03:44 PM	Customer Care explained that the customer's plan does not allow simultaneous use of Voice and Data. Customer Care advised the customer will only receive captions when connected to Wi-Fi. Customer understood.	Mobile CapTel	Captions - Stop During Call
170101-000045	01/01/2017 06:44 PM		Jenn	Jenn	Customer stated the Hamilton CapTel has stopped on their Tablet but works fine on the cell phone.	02/10/2017 09:24 AM	Customer Care provided basic troubleshooting tips; which were unsuccessful. Customer Care verified the customer and forwarded information to the technical department; which reset customer's account. Customer Care emailed the customer to attempt a test call. There has been no further contact from this customer.	Mobile CapTel	Tech - General

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170110-000062	01/10/2017 06:41 PM		Erica	Erica	Customer stated several connection issues during the call.	01/10/2017 06:42 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer stated they would call at a later time for additional assistance. There has been no further contact from the customer.	Mobile CapTel	Connection Issues
170123-000038	01/23/2017 01:35 PM		Dan	Dan	Customer stated they are receiving an error when trying to use Hamilton CapTel for Smartphone.	01/23/2017 01:37 PM	Customer Care provided troubleshooting tips. Customer stated they would call back if there were any further issues and was satisfied. There has been no further contact from the customer.	Mobile CapTel	Complaints
170126-000020	01/26/2017 11:03 AM		Jenn	Tyna	Customer stated several connection issues during the call.	01/26/2017 11:16 AM	Customer Care provided troubleshooting tips and customer stated they would call back at a later time. Customer disconnected. There has been no further contact from the customer.	Mobile CapTel	Connection Issues
170130-000075	01/30/2017 05:18 PM		Dan	Dan	Customer stated they are stuck on the message "Waiting for CapTel Operator".	01/30/2017 05:18 PM	Customer Care provided troubleshooting tips. Customer understood and was satisfied.	Mobile CapTel	Service -- General
170212-000003	02/12/2017 11:53 AM		Erica	Erica	Customer stated their Call Me # is not showing up in the app.	02/21/2017 04:48 PM	Customer Care requested additional information to provide troubleshooting steps. There was no further response from the customer.	Mobile CapTel	Tech - General
170215-000033	02/15/2017 01:20 PM		Jenn	Jenn	Customer stating they are having issues logging into their Hamilton CapTel account.	02/20/2017 11:17 AM	Customer Care provided basic troubleshooting. There has been no further contact from this customer.	Mobile CapTel	Complaints
170217-000052	02/17/2017 04:52 PM		Erica	Erica	Customer stated they are unable to receive a captioned call.	06/07/2017 11:31 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. There has been no further contact from the customer.	Mobile CapTel	Tech - Unable to Call
170227-000022	02/27/2017 11:44 AM		Mary	Mary	Customer stated they are having issues logging into their account.	03/20/2017 11:12 AM	Customer Care provided troubleshooting tips; which were not successful. Customer Care apologized, verified the customer and forwarded information to the technical department; which resolved the issue. Customer was satisfied.	Mobile CapTel	Tech - General
170312-000002	03/11/2017 08:25 PM		Lonita	Mary	Customer stated they could not connect with CapTel through the Hamilton CapTel App for Smartphone.	03/20/2017 11:49 AM	Customer Care attempted to provide troubleshooting tips; which were unsuccessful. Customer Care suggested the customer call back when someone was available to assist with the situation. Customer was satisfied.	Mobile CapTel	Connection Issues
170314-000001	03/14/2017 12:41 AM		Erica	Erica	Customer stated several connection issues during the call.	04/04/2017 10:54 PM	Customer Care requested additional information to provide troubleshooting steps. Customer understood and stated would call back after attempting a restart. There has been no further contact from the customer in regards to this issue.	Mobile CapTel	Connection Issues
170316-000078	03/16/2017 07:15 PM		Erica	Erica	Customer inquired about an internal server error message received while they are attempting to retrieve their password.	03/17/2017 04:46 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care forwarded information to the technical department; which reset the account. Customer was notified and satisfied.	Mobile CapTel	Tech - General
170327-000089	03/27/2017 06:42 PM		Dan	Dan	Customer's friend stated they are reaching a recording that the customer is not available when calling the Call Me #.	03/27/2017 06:42 PM	Customer Care provided troubleshooting tips to help resolve the issue. Caller stated they would call back if any further issues and was satisfied. There has been no further contact from the customer.	Mobile CapTel	External - Miscellaneous

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170329-000066	03/29/2017 06:09 PM		Mary	Mary	Customer stated they are not receiving calls from cell phones.	05/17/2017 04:33 PM	Customer Care apologized and provided some troubleshooting steps; but was unable to resolve the issue. Information was sent to the technical department; which corrected the issue. Customer was notified. There has been no further contact from the customer.	Mobile CapTel	Tech - General
170329-000079	03/29/2017 11:34 PM		Erica	Erica	Customer stated they are unable to receive a captioned call.	06/07/2017 11:22 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. There was no further contact from the customer.	Mobile CapTel	Tech - Unable to Call
170405-000051	04/05/2017 06:22 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	04/17/2017 01:14 PM	Customer Care provided basic troubleshooting steps to help resolve the issue. Customer stated they would call back if the issues continued. Customer Care was able to determine that calls were successfully being made and there has been no further contact from the customer.	Mobile CapTel	Tech - Unable to Call
170405-000053	04/05/2017 07:50 PM		Erica	Erica	Customer stated several connection issues during the call.	04/17/2017 05:05 PM	Customer Care requested additional information to provide troubleshooting tips; however, there was no response from the customer.	Mobile CapTel	Connection Issues
170420-000007	04/20/2017 10:24 AM		Jenn	Jenn	Customer stated they are unable to place a call through their Hamilton CapTel account.	04/25/2017 04:00 PM	Customer Care requested further information from the customer to further assist. There has been no further contact from the customer.	Mobile CapTel	Tech - Unable to Call
170424-000083	04/24/2017 11:59 AM		Mary	Mary	Customer stated several connection issues during the call.	05/03/2017 02:54 PM	Customer Care requested additional information from the customer, but there has been no further contact from the customer in regards to this issue. Customer has made a successful call since contacting Customer Care.	Mobile CapTel	Connection Issues
170430-000007	04/30/2017 12:00 PM		Erica	Erica	Customer stated they are unable to receive captions for a church conference line.	05/01/2017 11:00 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer stated they would call back with additional information which may help resolve the issue; awaiting customer response.	Mobile CapTel	Tech - General
170502-000027	05/02/2017 01:03 PM		Kacie	Kacie	Customer stated several connection issues during the call.	05/02/2017 01:28 PM	Customer Care provided basic trouble shooting steps and suggested the customer login using a computer to diagnose the issue. Customer understood.	Mobile CapTel	Connection Issues
170503-000044	05/03/2017 03:03 PM		Kacie	Kacie	Customer stated latest iOS upgrade disabled captioning.	05/05/2017 02:00 PM	Customer Care apologized and advised the customer that we are in the process of updating our application to match the latest iOS. Customer understood.	Mobile CapTel	Tech - General
170509-000030	05/09/2017 12:15 PM		Mary	Mary	Customer stated several connection issues during the call.		Customer Care provided troubleshooting tips; which were not successful. Customer Care apologized and forwarded information to the technical department. Before technical could research the issue fully the customer returned a call and stated that calls were working properly again. Customer was satisfied.	Mobile CapTel	Connection Issues
170522-000010	05/22/2017 10:06 AM		Kacie	Kacie	Customer stated unable to use Hamilton CapTel for iPhone due to latest software update.	06/21/2017 02:47 PM	Customer Care apologized and advised the customer that we are in the process of updating our application to match the latest iOS. Customer understood.	Mobile CapTel	Tech - General
170525-000000	05/25/2017 12:35 AM		Jacob	Erica	Customer stated several connection issues during the call.	05/25/2017 12:35 AM	Customer Care attempted to contact the customer; which was unsuccessful. Customer Care left a voicemail for the customer to contact us. There has been no further contact from the customer.	Mobile CapTel	Connection Issues

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Inquiry ID	Inquiry Date	CA/Opr #	Call Taken By	Call Responded By	Description of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170526-000049	05/26/2017 05:26 PM		Erica	Erica	Customer stated they are unable to log into the Hamilton CapTel App with the same credentials as on the website.	05/31/2017 12:35 AM	Customer Care provided basic troubleshooting steps; which did not resolve the issue. Customer stated they would call back when they had access to a computer if further assistance was needed. There has been no further contact from the customer.	Mobile CapTel	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160603-000015	06/03/2016 10:02 AM		Janelle	Janelle	Customer stated they were not receiving incoming calls.	06/03/2016 10:02 AM	Customer Care provided basic troubleshooting steps, which did not resolve the issue. Customer Care referred CapTel Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
160603-000129	06/03/2016 07:24 PM		Dan	Dan	Customer stated their device is not flashing when connecting to a VOIP adapter, but it does flash when connected to a normal telephone line.	06/03/2016 08:38 PM	Customer Care referred the customer to Weitbrecht Communications and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
160606-000030	06/06/2016 10:50 AM		Jenn	Jenn	Customer stated they did not receive captions during their call(s).	06/06/2016 11:11 AM	Customer Care provided basic troubleshooting tips to help resolve the issue. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
160704-000041	07/04/2016 04:15 PM		Dan	Dan	Customer stated they were looking for the number for their daughter and it was no longer on their phone.	07/04/2016 04:20 PM	Customer Care apologized and explained that we would not have access to that information. Customer understood.	Internet Caption Phone	External - Miscellaneous
160714-000047	07/14/2016 12:50 PM		Janelle	Janelle	Customer stated that captions on their call were incorrect.	07/15/2016 10:48 AM	Customer Care apologized and obtained call details to forward to technical department. Customer Care referred the customer to CapTel, Inc. for further assistance. Customer was satisfied.	Internet Caption Phone	Accuracy of Captions
160720-000018	07/20/2016 10:33 AM		Carey	Carey	Customer stated that the answering machine on their CapTel 2400i is not working.	07/20/2016 10:33 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care offered to transfer the customer to CapTel Inc., for further assistance and provided their toll-free access telephone number. Customer declined and stated would call at a later time. Customer was satisfied.	Internet Caption Phone	Tech - General
160825-000073	08/25/2016 07:38 PM		Erica	Erica	Customer stated their CaptionCall phone was not working.	08/25/2016 07:38 PM	Customer Care referred customer to CaptionCall for further assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
160901-000024	09/01/2016 12:40 PM		Dan	Dan	Customer stated the CapTel device is not ringing and will not display captions.	09/01/2016 12:42 PM	Customer Care referred the customer to CapTel, Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160901-000023	09/01/2016 12:40 PM		Janelle	Janelle	Customer stated the captions were slow or delayed during their call.	09/01/2016 12:40 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
160905-000042	09/05/2016 03:22 PM		Erica	Erica	Customer stated the captions on their call were incorrect.	09/05/2016 03:22 PM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring to.	Internet Caption Phone	Accuracy of Captions
160905-000054	09/05/2016 04:33 PM		Erica	Erica	Customer stated there is crackling sounds on their telephone line.	09/05/2016 04:33 PM	Customer Care referred the customer to their telephone provider for assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
160905-000059	09/05/2016 06:21 PM		Erica	Erica	Customer stated people are unable to hear them on outgoing calls.	09/05/2016 06:21 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer stated they would call back the next business day and was satisfied.	Internet Caption Phone	Tech - General
160905-000065	09/05/2016 08:02 PM		Erica	Erica	Customer stated they were getting a network error message when turning on their CapTel phone.	09/05/2016 08:02 PM	Customer Care provided basic troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Tech - General
160906-000073	09/06/2016 04:02 PM		Janelle	Janelle	Customer stated the captions were slow or delayed during their call.	09/06/2016 04:03 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
160908-000062	09/08/2016 04:00 PM		Janelle	Janelle	Customer stated that power cycling did not resolve issues they were experiencing with receiving captions.	09/08/2016 04:00 PM	Customer Care provided telephone number of and transferred customer to CapTel Inc. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160912-000038	09/12/2016 12:56 PM		Dan	Dan	Customer stated the captions on their CapTel 2400i do not engage if another phone in the house is picked up first.	09/12/2016 12:57 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided their phone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
160928-000102	09/28/2016 05:48 PM		Dan	Dan	Audiologist office stated their demo phone is not working after a recent power outage.	09/28/2016 05:56 PM	Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161007-000014	10/07/2016 11:43 AM		Carey	Carey	Customer's son called on their behalf stating that the customer has 5 CapTel phones in the home and none of them have worked properly for years. Customer stated that a technician came out to the home; however, they did not resolve the issue.	10/07/2016 11:43 AM	Customer Care apologized, provided the number to CapTel Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
161010-000096	10/10/2016 10:25 PM		Erica	Erica	Customer stated their CapTel phone will no longer record voicemail messages.	10/10/2016 10:25 PM	Customer Care referred the customer to CapTel Inc., and provided their telephone number for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161030-000026	10/30/2016 04:38 PM		Erica	Erica	Customer stated their CapTel landline phone was not working.	10/30/2016 04:38 PM	Customer Care referred the customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161115-000129	11/15/2016 06:08 PM		Erica	Erica	Customer stated when trying to call a CapTel landline user on their iPhone, the captions are not appearing on the landline CapTel phone.	11/15/2016 06:08 PM	Customer Care transferred the customer to CTI for further assistance. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
161122-000034	11/22/2016 12:48 PM		Jenn	Jenn	Customer stated their CapTel phone is not working properly and they have no dial tone.	11/22/2016 12:49 PM	Customer Care provided basic troubleshooting; which did not resolve the issue and forwarded customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161123-000068	11/23/2016 04:07 PM		Dan	Dan	Customer stated their CapTel device is stuck on "Waiting for Captions Stage 1 of 8" and has been for several days.	11/23/2016 04:09 PM	Customer Care transferred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000012	11/24/2016 11:19 AM		Jenn	Jenn	Customer stated they were unable to get captions for several voicemail messages.	11/24/2016 11:20 AM	Customer Care provided basic troubleshooting tips; which was successful. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000016	11/24/2016 11:54 AM		Jacob	Janelle	Customer stated their CapTel phone did not ring when number dialed, just silence until called party answers.	11/24/2016 01:04 PM	Customer Care apologized and provided basic troubleshooting, which did not resolve the issue. Customer stated they would call CapTel, Inc., for additional technical assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161124-000023	11/24/2016 12:01 PM		Celeste	Janelle	Customer stated they were receiving message stating 'network error has occurred.'	11/24/2016 01:39 PM	Customer Care apologized and provided basic troubleshooting, which did not resolve the issue. Customer stated they would call back the following business day.	Internet Caption Phone	Tech - General
161124-000039	11/24/2016 07:42 PM		Janelle	Janelle	Customer stated they were receiving an old voicemail repeatedly.	11/24/2016 07:42 PM	Customer Care advised customer to call back the following business for assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161129-000108	11/29/2016 06:44 PM		Dan	Dan	Customer stated their device is not working. Customer stated a technician checked their phone and internet service and neither was causing the issue.	11/29/2016 06:46 PM	Customer Care transferred the customer to CapTel, Inc. and provided their telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
161201-000082	12/01/2016 05:12 PM		Erica	Erica	Customer stated their answering machine is not recording messages any longer.	12/01/2016 05:12 PM	Customer Care apologized and referred the customer to CTI for further assistance. Customer understood.	Internet Caption Phone	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
161205-000075	12/05/2016 06:07 PM		Jenn	Jenn	Customer stated captions stopped in the middle of their call.	12/05/2016 06:07 PM	Customer Care requested information from the customer. Customer accidentally disconnected and provided no call details. There has been no further contact from this customer.	Internet Caption Phone	Captions - Stop During Call
161215-000076	12/15/2016 07:06 PM		Dan	Dan	Customer stated they are not receiving captions even after pressing the captions button.	12/15/2016 07:07 PM	Customer Care transferred the customer to CapTel, Inc. for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
161220-000003	12/20/2016 08:19 AM		Tyna	Tyna	Customer stated a CapTel user is experiencing issues with their called parties hearing them.	12/20/2016 08:19 AM	Customer Care attempted to provide troubleshooting tips but the caller was not with the CapTel user of CapTel phone. Customer Care referred the customer to CapTel, Inc. for further assistance. Caller was satisfied.	Internet Caption Phone	Tech - General
161224-000048	12/24/2016 01:55 PM		Dan	Dan	Customer stated their device was not displaying captions.	12/24/2016 06:47 PM	Customer Care contacted the customer to provide assistance. Customer stated they were able to resolve the issue by resetting their network equipment and was satisfied.	Internet Caption Phone	External - Miscellaneous
161225-000002	12/24/2016 02:16 PM		Dan	Dan	Customer stated they have a notification of voicemails on their device, but when they access the answering machine it states there are no messages.	12/25/2016 11:33 AM	Customer Care determined the issue may be due to a conflict with the customer's built-in voicemail system on their phone line. Customer Care suggested the customer contact CapTel, Inc. on the next business day to ensure there are no technical problems with their equipment. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
161224-000031	12/24/2016 04:23 PM		Lenny	Dan	Customer stated the captions were slow or delayed during their call.	12/24/2016 04:25 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
161224-000044	12/24/2016 06:16 PM		Chuck	Chuck	Customer stated they were receiving Error 60 on their device.	12/24/2016 06:23 PM	Customer Care provided troubleshooting tips; which were not successful. Customer Care referred the customer to the internet service provider for further assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
161224-000045	12/24/2016 06:20 PM		Dan	Dan	Customer stated captions stopped in the middle of their call.	12/24/2016 06:21 PM	Customer Care confirmed captions were currently working and advised of possible reasons the issue may have occurred. Customer was satisfied.	Internet Caption Phone	Captions - Stop During Call
161225-000005	12/25/2016 11:54 AM		Dan	Dan	Customer stated the captions are not turning on.	12/25/2016 11:54 AM	Customer Care attempted to provide troubleshooting assistance. Customer disconnected before any assistance could be provided.	Internet Caption Phone	Captions - No Captions
161225-000010	12/25/2016 01:42 PM		Dan	Dan	Customer stated they are not receiving captions during their calls.	12/25/2016 01:43 PM	Customer Care attempted to provide troubleshooting tips; however, customer was not able to hear Customer Care. Customer stated they would call back later and disconnected.	Internet Caption Phone	Captions - No Captions
161225-000025	12/25/2016 10:11 PM		Dan	Dan	Customer stated an issue is occurring with their father's device. Customer stated a recording is engaging after their father has answered the phone and then the line disconnects.	12/25/2016 04:22 PM	Customer Care contacted the customer to provide assistance. Customer stated they were unable to speak at that time and would call back tomorrow. There has been no further contact from the customer in regards to this issue.	Internet Caption Phone	Tech - General
170102-000007	01/01/2017 12:54 PM		Ryan	Erica	Customer stated they are unable to receive captions on their incoming calls.	01/02/2017 11:18 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer understood.	Internet Caption Phone	Captions - No Captions
170101-000033	01/01/2017 04:17 PM		Jenn	Jenn	Customer stated they did not receive captions during their call.	01/01/2017 04:17 PM	Customer Care attempted to reach the customer several times and there was no option to leave a voice message. There has been no further contact from customer.	Internet Caption Phone	Captions - No Captions

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170101-000036	01/01/2017 04:39 PM		Brandon	Brandon	Customer stated they are having trouble at times getting captioning on their Hamilton CapTel phone.	01/01/2017 04:39 PM	Customer Care attempted to reach the customer; which was unsuccessful. Customer Care left a message and provided the toll-free access number. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
170102-000001	01/01/2017 08:20 PM		Jacob	Erica	Customer stated they were having connection issues with their 840i.	01/02/2017 10:56 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000003	01/01/2017 09:00 PM		Jacob	Erica	Customer stated they were having connection issues on an 840i.	01/02/2017 11:04 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000004	01/01/2017 10:00 PM		Jacob	Erica	Customer stated their terminating party cannot hear them.	01/02/2017 11:06 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170102-000005	01/01/2017 11:00 PM		Jacob	Erica	Customer stated they receive a message after 4 rings on their 2400i stating their answering machine is not set up. Customer does not want the answering machine feature on.	01/02/2017 11:08 AM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CTI for additional assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
170102-000006	01/02/2017 03:03 AM		Derek	Erica	Customer stated that people calling their 840i are receiving a message that the number is not in service.	01/02/2017 11:13 AM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to their telephone provider for additional assistance. Customer understood.	Internet Caption Phone	External - Miscellaneous
170103-000076	01/03/2017 03:54 PM		Dan	Dan	Customer stated the Caller ID is not displaying correctly on their device.	01/03/2017 03:55 PM	Customer Care advised the customer to contact their telephone service provider for assistance. Customer Care referred the customer to CapTel, Inc. if the problem persists and provided the telephone number. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170208-000048	02/08/2017 04:12 PM		Dan	Dan	Customer stated they are having issues with the clarity of the voice calls on their CapTel device.	02/08/2017 04:14 PM	Customer Care referred the customer to CapTel, Inc. and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170223-000028	02/23/2017 12:24 PM		Tyna	Tyna	Customer stated CapTel phone is not working.	02/23/2017 12:28 PM	Customer Care provided troubleshooting tips and referred the customer to CapTel, Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170224-000062	02/24/2017 06:00 PM		Erica	Erica	Customer stated they are no longer receiving captions.	02/24/2017 06:02 PM	Customer Care provided basic troubleshooting tips; which did not resolve the issue. Customer Care transferred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170302-000057	03/02/2017 03:54 PM		Mary	Mary	Customer stated they did not receive captions during their call.	03/02/2017 03:54 PM	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170303-000018	03/03/2017 12:11 PM		Mary	Mary	Representative calling on behalf of a CapTel customer stated the captions were slow/delayed during their call. Representative could not provide the necessary information so troubleshooting tips could not be provided.	03/06/2017 01:24 AM	Customer Care apologized for the issue(s) during the call, obtained as much information as possible and forwarded to management; whom acknowledged its receipt and followed up with representative. Representative was satisfied.	Internet Caption Phone	Captions - Slow or Delayed

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170306-000042	03/06/2017 01:49 PM		Dan	Dan	Customer stated their CapTel device is not displaying captions. Customer also stated they were not currently at the location of the device.	03/06/2017 01:49 PM	Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170317-000056	03/17/2017 07:24 PM		Erica	Erica	Customer stated a family member was having issues with their 840i.	03/17/2017 07:24 PM	Customer Care referred the customer to CapTel Inc., provided their toll-free access number and transferred the call for assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170327-000079	03/27/2017 05:24 PM		Erica	Erica	Customer stated that people calling them were experiencing low volume.	03/27/2017 05:24 PM	Customer Care transferred the customer to CapTel Inc., for further assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170331-000032	03/31/2017 03:10 PM		Mary	Mary	Representative stated a customer was having issues where other people could not hear them on the phone.	03/31/2017 03:16 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - General
170405-000048	04/05/2017 05:20 PM		Mary	Mary	Customer stated that their phone stopped receiving captions.	04/05/2017 05:23 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170406-000004	04/06/2017 09:10 AM		Kacie	Kacie	Customer stated that captions on their call were incorrect.	05/02/2017 09:50 AM	Customer Care apologized and stated information would be forwarded to management. Information was forwarded to the technical department; but without call details no information could be located in regards to the call the customer was referring too. Customer was notified.	Internet Caption Phone	Accuracy of Captions
170410-000020	04/09/2017 09:28 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	04/11/2017 03:21 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc. and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - Unable to Call
170410-000059	04/10/2017 04:51 PM		Erica	Erica	Customer inquired about an error message received on their CapTel phone.	04/10/2017 04:57 PM	Customer Care transferred the customer to CTI for additional assistance. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170416-000006	04/16/2017 11:21 AM		Jennifer	Jenn	Customer's granddaughter stated the CapTel phone was not working properly after a power outage.	04/17/2017 09:31 AM	Customer Care referred the customer to CapTel Incorporated and provided their phone number. Customer was satisfied.	Internet Caption Phone	External - Miscellaneous
170416-000019	04/16/2017 01:44 PM		Jenn	Jenn	Customer stated the captions were slow or delayed during their call.	04/16/2017 01:44 PM	Customer Care explained why captions can appear to be slow or delayed during a call. Customer Care provided tips to assist with this issue. Customer was satisfied.	Internet Caption Phone	Captions - Slow or Delayed
170416-000033	04/16/2017 04:52 PM		Jenn	Jenn	Customer stated they were having trouble connecting their Wi-Fi to the CapTel phone.	04/16/2017 04:52 PM	Customer Care provided basic troubleshooting to resolve the issue and provided the toll-free access number for CapTel Inc. Customer stated they would call back at a later time if further assistance is needed. Customer was satisfied.	Internet Caption Phone	Tech - General
170416-000045	04/16/2017 06:54 PM		Jenn	Jenn	Customer stated technical issues with their equipment.	04/16/2017 06:54 PM	Customer Care referred the customer to Weitbrecht Communications Inc. and provided their number. Customer was satisfied.	Internet Caption Phone	Tech - General
170418-000002	04/16/2017 10:00 PM		Jennifer	Jennifer	Customer stated CapTel phone has no dial tone, no captions, and they are unable to make or receive calls.	04/18/2017 09:56 AM	Customer Care referred customer to CapTel Inc., and provided the toll-free access number. Customer was satisfied.	Internet Caption Phone	Dial Tone - Not Heard
170417-000019	04/16/2017 11:27 PM		Jennifer	Mary	Customer stated they were not receiving captions.	04/19/2017 12:21 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Captions - No Captions

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170421-000002	04/21/2017 08:20 AM		Tyna	Tyna	Customer had technical questions regarding the CapTel phones(s) with internet.	04/21/2017 08:20 AM	Customer Care provided the requested information. Customer wanted to speak with technical department for additional technical support. Customer Care provided the toll-free access number for CapTel, Inc., and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170426-000038	04/26/2017 02:45 PM		Kacie	Kacie	Customer inquired about troubleshooting for CapTel Phone.	04/26/2017 02:46 PM	Customer Care provided the telephone number for CapTel Inc. and transferred the call. Customer was satisfied.	Internet Caption Phone	Tech - General
170502-000047	05/02/2017 03:50 PM		Mary	Mary	Customer stated they are unable to place a captioned call.	05/02/2017 03:51 PM	Customer Care provided some troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to Weitbrecht Communications and provided the telephone number. Customer was satisfied.	Internet Caption Phone	Tech - Unable to Call
170502-000053	05/02/2017 05:46 PM		Kacie	Kacie	Customer requesting information to troubleshoot or repair a customer's CapTel device.	05/02/2017 05:48 PM	Customer Care provided the number for CapTel Inc. Customer was satisfied.	Internet Caption Phone	Tech - General
170517-000002	05/17/2017 09:25 AM		Kacie	Kacie	Customer stated 840i has a black screen after resetting the device, router, and modem.	05/17/2017 09:31 AM	Customer Care provided the telephone number and transferred the call to CapTel Inc. Customer was satisfied.	Internet Caption Phone	Tech - General
170529-000031	05/29/2017 01:14 PM		Tyna	Tyna	Customer stated been speaking with the technical department regarding their CapTel phone ringing back after incoming or outgoing calls and troubleshooting tips were not working.	05/29/2017 01:14 PM	Customer Care apologized and advised to contact CapTel, Inc., on their next business day for further technical assistance. Customer was satisfied.	Internet Caption Phone	Tech - General
170529-000044	05/29/2017 02:31 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 02:43 PM	Customer Care provided troubleshooting tips; which resolved the issue. Customer was satisfied.	Internet Caption Phone	Captions - No Captions
170529-000045	05/29/2017 02:33 PM		Tyna	Tyna	Customer stated they did not receive captions during their call.	05/29/2017 02:34 PM	Customer Care was unable to provide troubleshooting tips as the customer could not hear or understand and disconnected.	Internet Caption Phone	Captions - No Captions
170529-000046	05/29/2017 02:39 PM		Tyna	Tyna	Customer called asking how to turn up volume and has no captions.	05/29/2017 02:49 PM	Customer Care was unable to provide any troubleshooting tips for customer could not hear nor read the conversation and disconnected.	Internet Caption Phone	Tech - General
170529-000049	05/29/2017 03:10 PM		Tyna	Tyna	Customer stated they are not receiving captions.	05/29/2017 03:10 PM	Customer Care provided troubleshooting tips; to help resolve the issue. Customer stated they would call back if further assistance was required. Customer was satisfied. There has been no further contact from the customer.	Internet Caption Phone	Captions - No Captions
170529-000050	05/29/2017 03:19 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 04:20 PM	Customer Care was unable to provide troubleshooting tips for the customer because they could not hear or understand Customer Care. Customer Care asked the customer to call back with someone who could assist them and the customer disconnected.	Internet Caption Phone	Captions - No Captions
170529-000079	05/29/2017 08:12 PM		Mary	Mary	Customer stated their new CapTel phone was stuck in demo mode.	05/29/2017 08:27 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., provided their toll-free access number, and advised the customer to call them on the next business day. Customer understood.	Internet Caption Phone	Tech - General

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Inquiry ID	Date of Inquiry	CA/Opr #	Call Taken By	Call Responded By	Desc of Incident	Date of Resolution	Description of Resolution	Category	Sub-Category
170529-000080	05/29/2017 08:20 PM		Mary	Mary	Customer stated they did not receive captions during their call.	05/29/2017 08:20 PM	Customer Care provided troubleshooting tips; which did not resolve the issue. Customer Care referred the customer to CapTel, Inc., provided their toll-free access number, and advised the customer to call them on the next business day. Customer understood.	Internet Caption Phone	Captions - No Captions